

## **Tier 1 2005 Training Schedule**

### **Mandatory Courses Related to Essential Organizational Values**

#### **ADMINISTRATIVE REGULATION NO. 52: SUBSTANCE ABUSE - 110001**

Provides information on the signs and symptoms of drug and alcohol abuse. Also addresses Administrative Regulation No. 52. Training is divided into two categories: **(1) non-supervisory employees** and **(2) supervisors**.

**February 16  
April 20  
July 20**

**September 20  
December 1**

**Classes for non-supervisory employees are held**

**8:30 a.m. – 11:30 a.m.**

**Classes for supervisors are held**

**12:30 p.m. – 3:30 p.m.**

Location: Two Centennial Plaza, Auditorium

Training Hours: 3

#### **CUSTOMER SERVICE SKILLS - 110002**

Provides employees the opportunity to review and enhance their customer service skills. Focuses on both internal and external customers.

**February 2  
March 15  
June 22**

**August 24  
November 30**

**All class times are 8:30 a.m. – 3:30 p.m.**

Location: Two Centennial Plaza, 1<sup>st</sup> Floor Conference Room.

Training Hours: 6

## **INTRODUCTION TO EFFECTIVE SUPERVISORY SKILL BUILDING - 110008**

This hands-on program focuses on the fundamental knowledge, skills, and abilities required to ensure a successful transition to a supervisory position. In addition to the content provided by the International City/County Management Association (ICMA), this program incorporates an overview of essential City of Cincinnati personnel and business policies and procedures as presented from the City Administration's perspective. This customized introductory ICMA certificate program is mandatory for all first time supervisors. This program requires a time commitment of two 3-hour classes per week for 7 weeks for ICMA content and one 3- hour session for City directed topics. Tests and homework assignments are required. *Mandatory for all first time supervisors within 90 days of their appointment.*

The three programs offered in 2005 are as follows:

- Program 1: **January 11,13,18,20,25,27**  
**February 1,3,8,10,15,17,22,24**  
**March 1**
- Program 2: **May 17,19,24,26,31**  
**June 2,7,9,14,16,21,23,28,30**  
**July 6**
- Program: 3 **September 27,29**  
**October 4,6,11,13,18,20,25,27**  
**November 1,3,8,10,15**

**All class times are 9 a.m. –12 p.m.**

Location: Two Centennial Plaza, 1<sup>st</sup> Floor Conference Room

Training Hours: 45

## **MANAGING LOCAL GOVERNMENT: A SUPERVISORY REFRESHER- 110010**

This supervisory International City/County Management Association (ICMA) approved refresher program requires a time commitment of two 4-hour classes. This program for existing supervisors provides an opportunity for them to hone their skills by reflecting on real-world situations in local government through the use of real life case scenarios. In addition to the content provided by ICMA, this program incorporates an overview of essential City of Cincinnati personnel and business policies and procedures such as: personnel policies and procedures, union contracts, corrective action, FMLA, selected Administrative Regulations, the Civil Service system, ADA, the Public Records Act, EEO, and business ethics. This need-to-know information for existing supervisors is presented from the City Administration's perspective, focusing on the supervisor's potential liabilities and responsibilities. *Mandatory for existing supervisors who have not received training in the last 2 years and open to all other supervisors.*

**February 7 & 9**  
**April 26 & 28**  
**July 11 & 13**  
**September 13 & 15**  
**December 6 & 8**

**All class times are 8:30 a.m. – 12:30 p.m.**

Location: Two Centennial Plaza, 1<sup>st</sup> floor Conference Room

Training Hours: 8

### **NEW EMPLOYEE ORIENTATION - 110005**

Acquaints new employees with City policies and procedures as well as core competencies such as ADA, customer service, diversity, and workplace violence. The performance appraisal system, substance abuse, and sexual harassment prevention are taught in their entirety, therefore eliminating the need to be taken later. This is a 2-day course. *Mandatory for all full time employees within the first 3 months of employment.*

**January 6 & 7**

**March 17 & 18**

**May 12 & 13**

**July 14 & 15**

**September 22 & 23**

**November 17 & 18**

**All class times are 9 a.m. - 4:00 p.m.**

Location: Two Centennial Plaza, 1<sup>st</sup> Floor Conference Room

Training Hours: 12

### **PERFORMANCE APPRAISAL SYSTEM - 110006**

Familiarizes the employee with the City's "pay-for-performance" appraisal system. Provides instruction on completing required and optional appraisal forms, developing job core competencies and goals, and conducting a productive appraisal session.

**February 23**

**May 11**

**September 7**

**November 29**

**All class times are 9 a.m. – 12 p.m.**

Location: Cincinnati Water Works (Spring Grove Ave.)

Training Hours: 3

### **SEXUAL HARASSMENT PREVENTION - 110007**

Provides practical tools to recognize, document, and resolve situations of sexual harassment. Provides an overview of the laws and City policies on sexual harassment.

**February 23**

**April 13**

**June 1**

**August 31**

**December 15**

**All class times are 9:00 a.m. – 11:00 a.m.**

Location: Two Centennial Plaza, 1<sup>st</sup> Floor Conference Room

Training Hours: 2

### **WORKPLACE VIOLENCE - 110011**

Provides guidance on awareness, risk factors, policy to prevent occurrences, security measures, and legal restrictions related to the growing concern of workplace violence.

<b>January 26</b>	<b>9 a.m. – 11 a.m.</b>
<b>March 30</b>	<b>1 p.m. – 3 p.m.</b>
<b>June 8</b>	<b>9 a.m. – 11 a.m.</b>
<b>August 3</b>	<b>1 p.m. – 3 p.m.</b>
<b>October 5</b>	<b>1 p.m. – 3 p.m.</b>
<b>December 13</b>	<b>9 a.m. – 11 p.m.</b>

Location: Two Centennial Plaza, Auditorium

Training Hours: 2

